SentrySafe®

Fire-Safe Owner's Manual

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⚠WARNING

Gun warning
This product is not intended for the secure storage of all materials. Items such as firearms, other weapons, combustible materials, or medication should NOT be stored in this unit.

⚠ WARNING

DO NOT store delicate items directly in your safe.
SentrySafe products which offer fire protection have a proprietary insulation that has a high moisture content. In addition the SentrySafe advanced safes close airtight to offer water resistance, which may also cause moisture to accumulate inside your safe. The desiccant packet included in your safe during shipment, should be left in your safe. DO NOT DISCARD IT. It is intended to help absorb moisture which may accumulate inside your safe. Please open your unit once every two weeks to avoid moisture accumulation.

If you choose to store delicate items such as jewelry with working parts, watches, stamps, or photos in your safe, we recommend putting them in an air-tight container, prior to placing them in the safe for storage.

NOTE: Sentry Group will not be responsible for any damage or loss of items placed in the unit due to moisture.

⚠WARNING

DO NOT store pearls in this safe unit.
In the event of a fire, potential damage to delicate pearls occurs at temperatures much lower than the 350°F interior performance measure which the UL classification performance standard indicated guarantees. Therefore, DO NOT store pearls in your SentrySafe product.

⚠ WARNING

No computer disks, audio-visual media or photo negatives.
This product is not intended to protect computer floppy or diskettes, cartridges and tapes, audio or video cassettes or photo negatives.

⚠ WARNING

Your safe is only part of your total security protection.

Sentrysafe recommends that you store your safe in closets, offices, basements, bedrooms and any other locations that are convenient for you but out of direct line of sight from prying eyes. The location of the safe does not affect the safes' ability to protect your valuables inside.

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IMPORTANT

If you experience any problems or challenges with your safe, please contact us. Many issues can be resolved quickly without the product being returned.

Registration:

www.sentrysafe.com/customercare/register_your_product

Reasons to register

By registering your SentrySafe product you can easily retrieve forgotten codes and combinations, which would otherwise require a notary letter and payment.

By registering your SentrySafe product you can be sure that in the unfortunate circumstance of a fire you will be guaranteed your replacement safe (provided official paperwork).

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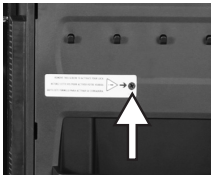
NOTE:
- Store combination (and keys if equipped) in a secure location (other than in the safe).
- Combination can not be changed.
- SentrySafe offers a secure online location for the entry and retrieval of your combination. Go to **www.sentrysafe.com** and register your safe.

Preparing your safe for first time use

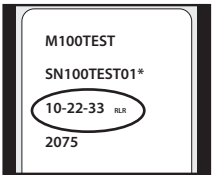
1



Ensure any shipping screws have been removed. Located on the inside of the door.

- DO NOT RETURN! Questions or concerns, call us at 1-800-828-1438.

2



Find your combination on the back of this owner's manual.

Warning: Test your combination several times before putting valuables inside.

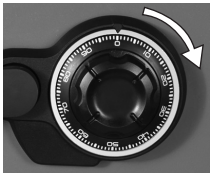
Unlocking your safe

1

FOR DUAL KEY/COMBINATION LOCKS ONLY, insert key into the lock, turn to the 'unlocked' position, then remove the key.

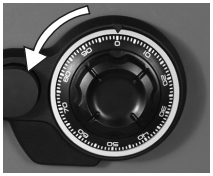
This is a secondary locking feature not an override key. Without the key you will not be able to open your safe.

2



Rotate dial to '0', then rotate **right** (clockwise) passing '0' three times, continue rotating until you reach the first number in your combination.

3



Rotate dial to the **left** (counterclockwise). Go PAST the second number of your combination ONCE and stop the SECOND time the dial reaches the number.

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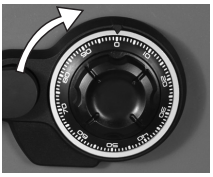
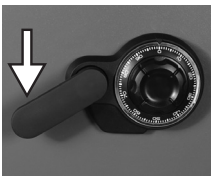
4



Rotate the dial to the **right** (clockwise), stop when you reach the third number in your combination.

5



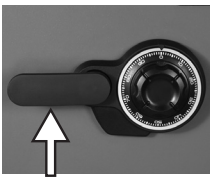
Rotate the handle downward to open the door.

This may take a limited amount of force if you have a water resistant safe.

NOTE:
- Make sure the handle is in the horizontal position when unlocking the safe.
- If the door does not open easily, repeat steps 1-5.
- If you exert too much force on the handle, the handle will move without moving the bolts. When this happens, you will hear a 'click.' DO NOT be alarmed. This feature is designed to protect the bolts from being over powered by force. If this occurs, simply exert force in the opposite direction (lifting up) until the handles 'clicks' back into place and repeat steps 1-5 to open your safe.

Locking your safe

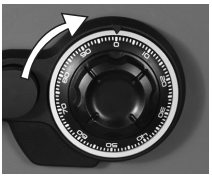
1



Close the door and pull the handle upward until the handle is horizontal.

For water resistant units, additional pressure to the front, left side of the door may need to be applied prior to rotating the handle.

2



Spin the dial at least 2x to the **right** (clockwise).

3

FOR DUAL KEY/COMBINATION LOCKS ONLY, insert key into the lock, turn to the 'locked' position, then remove the key.

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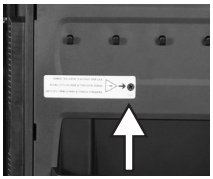
NOTE:
- Store code (and keys if equipped) in a secure location (other than in the safe).
- SentrySafe offers a secure online location for the entry and retrieval of your code. Go to **www.sentrysafe.com** and register your safe.

Preparing your safe for first time use

1



Ensure any shipping screws have been removed. Located on the inside of the door.

- DO NOT RETURN! Questions or concerns, call us at 1-800-828-1438.

2

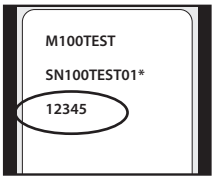
Ⓐ Slide out the battery drawer on the side of the keypad.

Ⓑ Insert 4 AAA alkaline batteries (not included). Do not use rechargeable batteries or other types of non-alkaline batteries.

NOTE: Do not use rechargeable batteries or any other type of non-alkaline battery. Do not mix old and new batteries. Do not mix alkaline and standard batteries.

Ⓒ Slide battery drawer back into keypad.

3

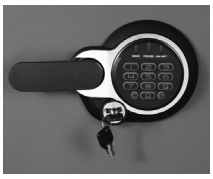


Find your code on the back of this owner's manual.

Warning: Test your code several times before putting valuables inside.

Unlocking your safe

1



FOR DUAL KEY/ELECTRONIC LOCKS ONLY, insert key into the lock, turn to the 'unlocked' position, then remove the key.

This is a secondary locking feature not an override key. Without the key you will not be able to open your safe.

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2

Ⓐ Enter the 5 digit factory code on the back of the owner's manual.

Ⓑ A green light will indicate the code is correct. You will have 4 seconds to turn the handle to unlock your safe.

3

Rotate the handle downward to open the door.

This may take a limited amount of force if you have a water resistant safe.

NOTE:
- Make sure the handle is in the horizontal position when unlocking the safe.
- If you exert too much force on the handle, the handle will move without moving the bolts. When this happens, you will hear a 'click.' DO NOT be alarmed. This feature is designed to protect the bolts from being over powered by force. If this occurs, simply exert force in the opposite direction (lifting up) until the handles 'clicks' back into place and repeat steps 1-3 to open your safe.

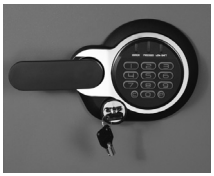
Locking your safe

1

Close the door and pull the handle upward until the handle is horizontal.

For water resistant units, additional pressure to the front, left side of the door may need to be applied prior to rotating the handle.

2



FOR DUAL KEY/ELECTRONIC LOCKS ONLY, insert key into the lock, turn to the 'locked' position, then remove the key.

NOTE:
- The 5 digit factory code cannot be deleted. However, you may add and delete additional codes.
- If your safe does not appear to be working properly, please check to make sure you are using NEW alkaline batteries before contacting SentrySafe Customer Service.

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Programming information

Three code options:

Factory code:

The safe will ALWAYS unlock using this 5 digit code (found on the back of the owner's manual). This code cannot be deleted.

User code:

A 5 digit programmable code of your choosing that can be changed or deleted.

Secondary code:

A 5 digit programmable code of your choosing that can be changed or deleted. Can only be programmed after a user code has been activated.

NOTE: The "C" key is a clear key. This can be used at anytime to clear the system and return to standby mode – unless you are in delay mode (3 consecutive invalid entries).

Programming the user code

Only 1 user code can be programmed at a time.

To ADD a user code:

1. Press the "P" key.
2. Enter the 5 digit factory code.
3. The light will flash green and then you will have five seconds to enter your own personal user code.

To DELETE a user code:

1. Press the "P" key.
2. Enter the 5 digit factory code.
3. Enter 0,0,0,0,0.

NOTE: The electronic lock will NOT indicate that it has deleted the user code – please test the code to make sure it has been deleted.

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Programming the secondary code

Only 1 secondary code can be programmed at a time.

To ADD a secondary code:

1. Press the "P" key two times.
2. Enter the 5 digit user code.
3. The light will flash green and then you will have five seconds to enter your own personal secondary code.

To DELETE a secondary code:

1. Press the "P" key two times.
2. Enter the 5 digit user code.
3. Enter 0,0,0,0,0.

NOTE:
- The electronic lock will NOT indicate that it has deleted the secondary code – please test the code to make sure it has been deleted.
- Delay mode will occur if three consecutive invalid entries have been tried. This will cause the system to shutdown for two minutes. Do NOT remove the batteries to restart the system it will only increase the length of time for the system shutdown.

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How to operate the light

The safe you have purchased may include a light. This is a long-lasting LED light. Not all safes include a light.

The batteries that operate the keypad are the same batteries that operate the light. If the light in your unit does not turn on, please change your batteries. Refer to page 6 to change the batteries.

The light will turn on every time you enter your code and will remain on for 30 seconds. The light duration has three options – off, 30 seconds, and 60* seconds.

To turn the light off:

1. Press the "0" button.
2. Press the "P" button.
3. Press the "3" button.

To turn the light on for 30 seconds:

1. Press the "0" button.
2. Press the "P" button.
3. Press the "4" button.

To turn the light on for 60 seconds:

1. Press the "0" button.
2. Press the "P" button.
3. Press the "5" button.

*If the light duration is 60 seconds, the battery life will lessen at a faster rate.

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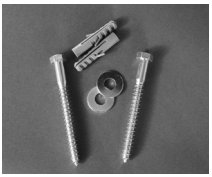
Bolting Down Your Safe

English

Bolt down instructions

Warning: Product is not water resistant once it is bolted down. The ETL verified water resistance claim applies to product prior to the application of a bolt-down kit.



Bolt down kit contents (in select models only):

- 2 lag screws.
- 2 washers.
- 2 masonry anchors.

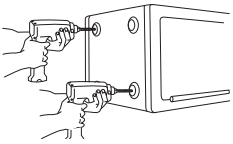
Tools needed to bolt safe to the floor:

- Drill.
- Wrench.
- 7/16" (11 mm) drill bit – for drilling into the safe.
- 9/32" (7.2 mm) drill bit – for drilling into a wood floor.
- 3/8" (9.5 mm) drill bit – for drilling into a masonry floor.

Warning:
- **DO NOT drill through bolt cups.**
- **DO NOT bolt through the walls.**
- **Do NOT drill from any location inside the safe.**

1 Tip the safe onto its left side (door hinges horizontal with the floor).

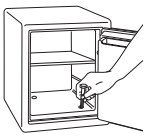
2



Unlock the safe and open the door. Look to the bottom of the safe for two indentations on the feet in opposite corners. Using the 7/16" (11 mm) bit; drill a hole through each indentation perpendicular to the bottom of the safe. **Do NOT drill from any location inside the safe.**

3 Tip the safe upright, place the safe in the desired location and open the door.

4



Use a screw or pencil to mark the floor through both holes.

For products that do not come with a bolt down kits.
Go to **www.sentrysafe.com** to find recommended hardware and instructions.

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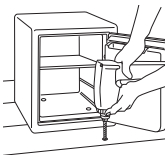
Bolt down instructions… continued

5 Move the safe aside to clear both marked spots for drilling.

6



Drill into the floor:

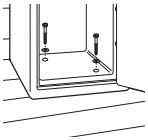
A For wood: Using the 9/32" drill bit, drill a hole 21/2" (64 mm) deep in each marked spot.

B For masonry: Using the 3/8" drill bit, drill a hole 21/2" (64 mm) deep in each marked spot. Install a masonry anchor in each hole.

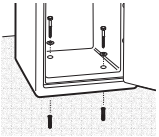
7 Replace the safe in the desired position, with the holes in the safe aligned with those in the floor.

8

Securing the safe:



A For wood: Pass each lag screw through a washer, then through the safe and into a hole. Tighten with the wrench.



B For masonry: Pass each lag screw through a washer, then through the safe and into a masonry anchor. Tighten with the wrench. Place masonry anchors into the holes in the floor.

NOTE:
- The safe should not be bolted to a wall, this will compromise the fire rating. Drill holes through the feet only. Do not drill through the back or sides.
- Bolting/unbolting the unit is at the consumer's expense and discretion.
- Sentry Group is not responsible for any costs incurred if the unit is to be replaced.

For products that do not come with a bolt down kits.
Go to **www.sentrysafe.com** to find recommended hardware and instructions.

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Troubleshooting

The Problem:	Why it is Happening:	The Solution:
The door will not lock	Shipping screw is in place	Remove the screw on the back inside of the door
The handle is not in the horizontal position when the safe is locked	The clutch mechanism has been engaged	Rotate the handle up or down until it clicks into the horizontal position
Cannot open door after inputting the electronic code	Safes doors equipped with a water resistant gasket may initially be tight	Hold the handle up while inputting the code and then pull down when the green light comes on
Red indicator light blinks three times and there are three beeps	An incorrect code has been entered	Verify code and re-enter
Red indicator light blinks five times and there are five beeps		Please call our Customer Service center 1-800-828-1438
Red indicator light blinks once and there is one beep	Program button is pressed out of sequence. -or- 5 seconds has lapsed between button entries	Start over
Red indicator light is blinking	An incorrect code has been entered three times	Wait two minutes and start over
Yellow indicator light is on	Battery power is low. The handle will not open with this light on	Replace batteries
The dial does not turn		Ensure the handle is in the horizontal position
The handle does not rotate		Ensure the keylock is in the unlocked position

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Customer Service
www.sentrysafe.com
Customer Service: 1-800-828-1438
Fax: 585-381-2940
900 Linden Avenue / Rochester, New York / 14625-2784 USA

How to get replacement key/combo

1. Please go to our website **www.sentrysafe.com** to find the necessary replacement form. If you are unable to use a computer please call the number above or fax us for a copy of replacement form.
2. Find your safe's serial number and model number. The serial number and model number are printed on the small label on the right side and on the door near the hinge.
3. Please fill out the form in its entirety.
4. Send the following to Sentry Group: Check or money order and replacement form. For current pricing please go to **www.sentrysafe.com/customercare.** If you are unable to use a computer please call the number above or fax us.
5. Mail to: Sentry Group, Dept. 200, 882 Linden Avenue, Rochester, NY 14625-2784, USA-OR-Fax statement (notary seal must be legible) to 1-585-381-2940.

Paying by credit card:

Payment may also be made using your VISA or Mastercard credit card by phone only.
Call 1-800-828-1438 to make credit card payment. Do not fax credit card information.

NOTE: Prices subject to change without prior notification.

NOTE: Key and combination orders may be placed on a Saturday or Sunday, however, those orders will not be processed until the following work day. Our customer service center is open Monday thru Friday, 8 AM until 6 PM.

How to order accessories

To optimize your safes' organization consider purchasing SentrySafe accessories for your safe. Accessories include a locking drawer, tray, shelf, and file rack. For more items please go to our website **www.sentrysafe.com/CustomerCare/Buy_Safe_Accessories** or call our customer service number 1-800-828-1438.

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Guarantees

LIFETIME AFTER-FIRE REPLACEMENT GUARANTEE

If this SentrySafe product is damaged by fire at any time while still owned by you (the original owner), SentrySafe will ship a replacement free of charge.

Include your name and address, the model number, a photo of the burned unit, a description of the fire, along with a copy of the fire department, insurance or police report. Please send the following information to:

Sentry Group
882 Linden Avenue
Rochester, New York 14625-2784 USA

Fire specifications

Fire Endurance:
(UL classified protection) Subjected to temperatures up to 1700°F for a duration of 1 hour, the safe interior will remain below 350°F. This enables your safe to withstand even high temperature exposure, as the hottest part of a fire moves through a building.

Explosion Hazard:
(UL classified protection) Subjected to a flash fire in a 2000°F furnace for 30 minutes the unit will not explode or rupture.

Fire Impact:
(ETL verified) After being heated to 1550°F the safe is dropped 15 feet onto rubble, then cooled, inverted and reheated to 1550°F for 30 minutes.

Data Protection:
(ETL verified) 1 hour fire protection of CDs, DVDs, memory sticks and USB drives up to 1700°F. This product is NOT intended to protect computer floppy or 2¼" diskettes, cartridges, tapes, audio or video cassettes, or photo negatives. For fire-resistant storage of these materials, ask your retailer for the SentrySafe Fire-Safe media storage products.

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